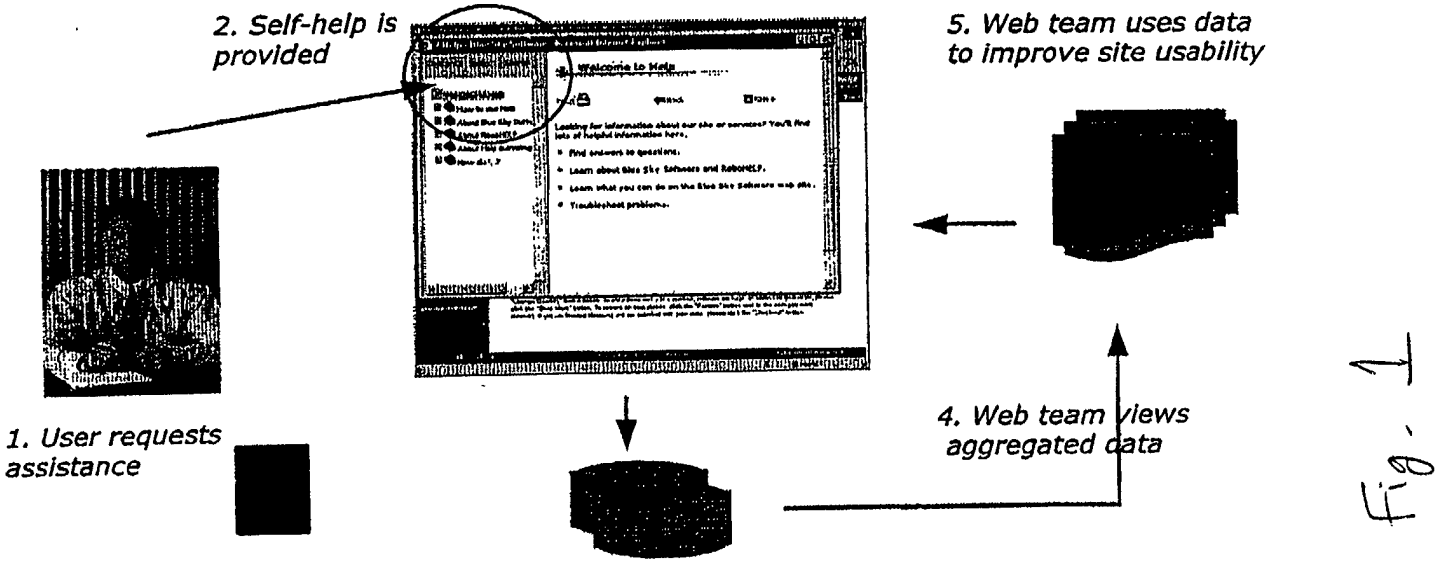

2. Self-help is provided
5. Web team uses data to improve site usability
1. User requests assistance
4. Web team views aggregated data
3. Polaris logs trouble areas via ALURe

Fig. 1

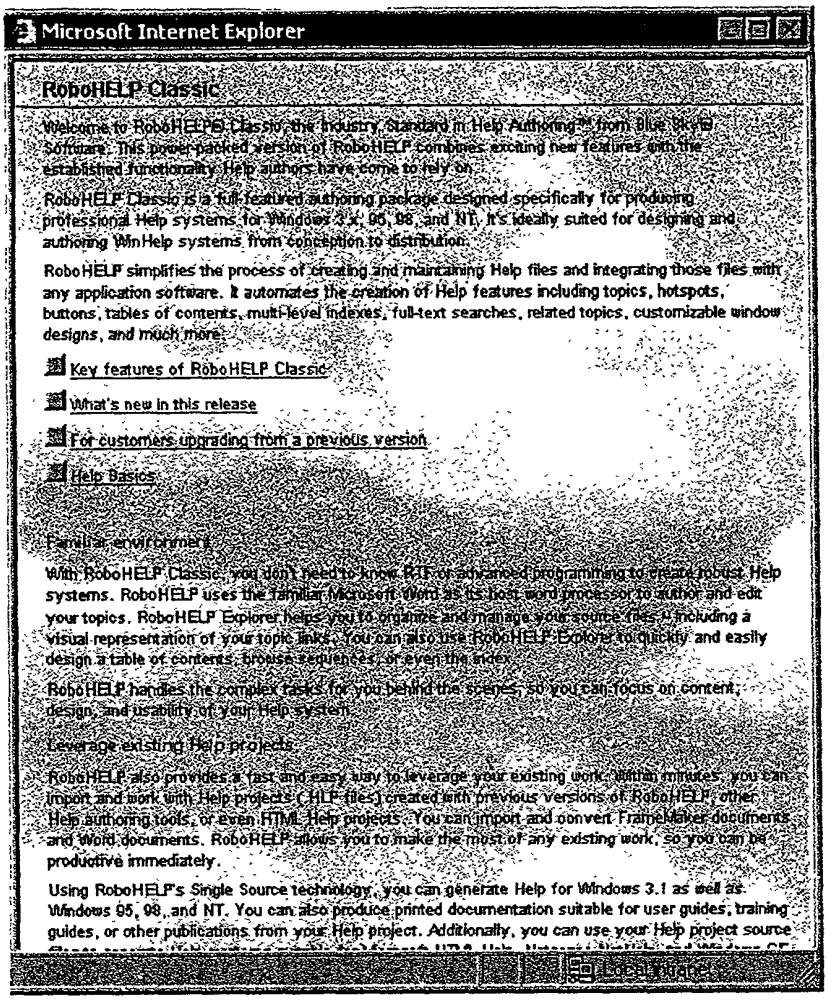
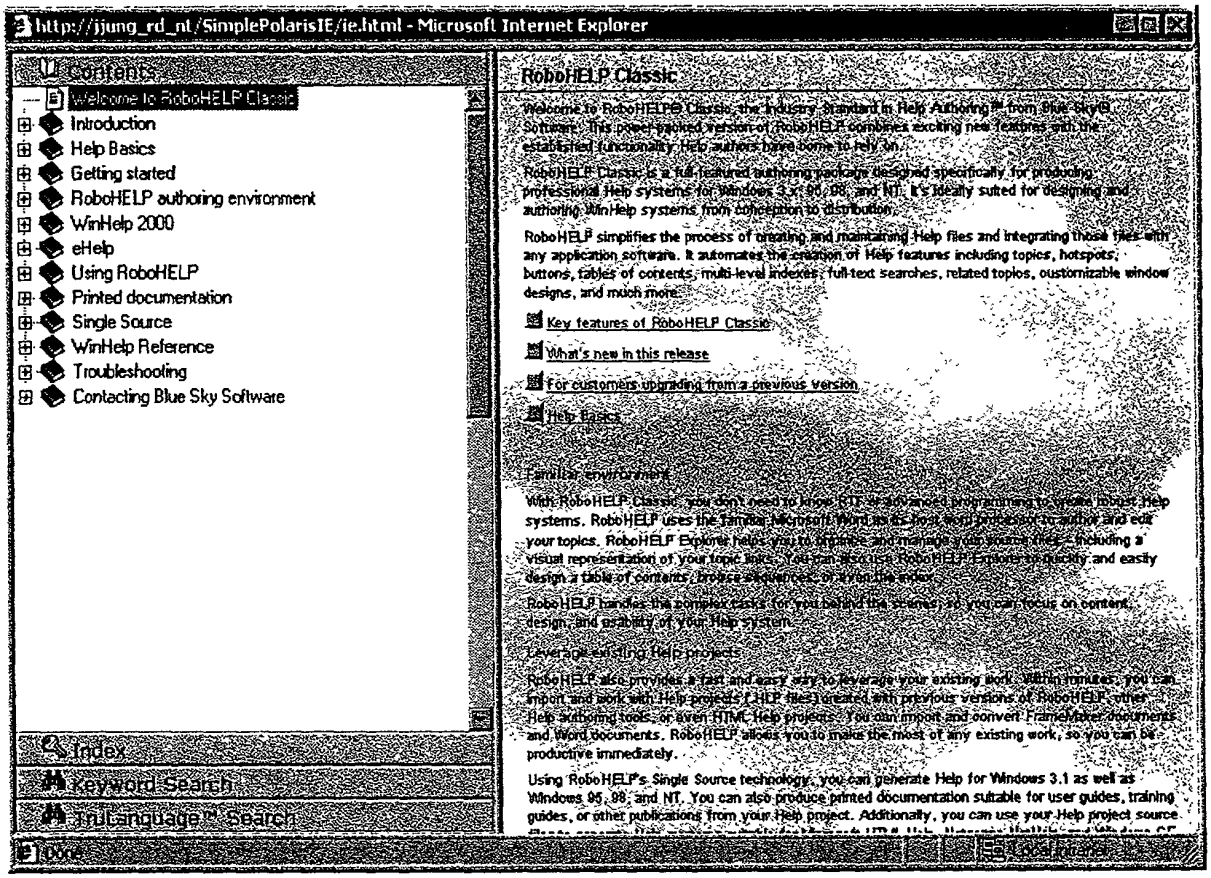

Microsoft Internet Explorer
RoboHELP Classic
Welcome to RoboHELP® Classic, the Industry Standard in Help Authoring™ from Blue Sky Software. This power-packed version of RoboHELP combines exciting new features with the established functionality Help authors have come to rely on.
RoboHELP Classic is a full-featured authoring package designed specifically for producing professional Help systems for Windows 3.x, 95, 98, and NT. It's ideally suited for designing and authoring WinHelp systems from conception to distribution.
RoboHELP simplifies the process of creating and maintaining Help files and integrating those files with any application software. It automates the creation of Help features including topics, hotspots, buttons, tables of contents, multi-level indexes, full-text searches, related topics, customizable window designs, and much more.
Key features of RoboHELP Classic
What's new in this release
For customers upgrading from a previous version
Help Basics
Familiar environment
With RoboHELP Classic, you don't need to know HTML or advanced programming to create robust Help systems. RoboHELP uses the familiar Microsoft Word as its host word processor to author and edit your topics. RoboHELP Explorer helps you to organize and manage your source files, including a visual representation of your topic links. You can also use RoboHELP Explorer to quickly and easily design a table of contents, browse sequences, or even the index.
RoboHELP handles the complex tasks for you behind the scenes, so you can focus on content, design, and usability of your Help system.
Leverage existing Help projects
RoboHELP also provides a fast and easy way to leverage your existing work. Within minutes, you can import and work with Help projects (.HLP files) created with previous versions of RoboHELP, other Help authoring tools, or even HTML Help projects. You can import and convert FrameMaker documents and Word documents. RoboHELP allows you to make the most of any existing work, so you can be productive immediately.
Using RoboHELP's Single Source technology, you can generate Help for Windows 3.1 as well as Windows 95, 98, and NT. You can also produce printed documentation suitable for user guides, training guides, or other publications from your Help project. Additionally, you can use your Help project source

Fig. 2


http://jjung_rd_nt/SimplePolarisIE/ie.html - Microsoft Internet Explorer
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Done
Local intranet

Fig. 3

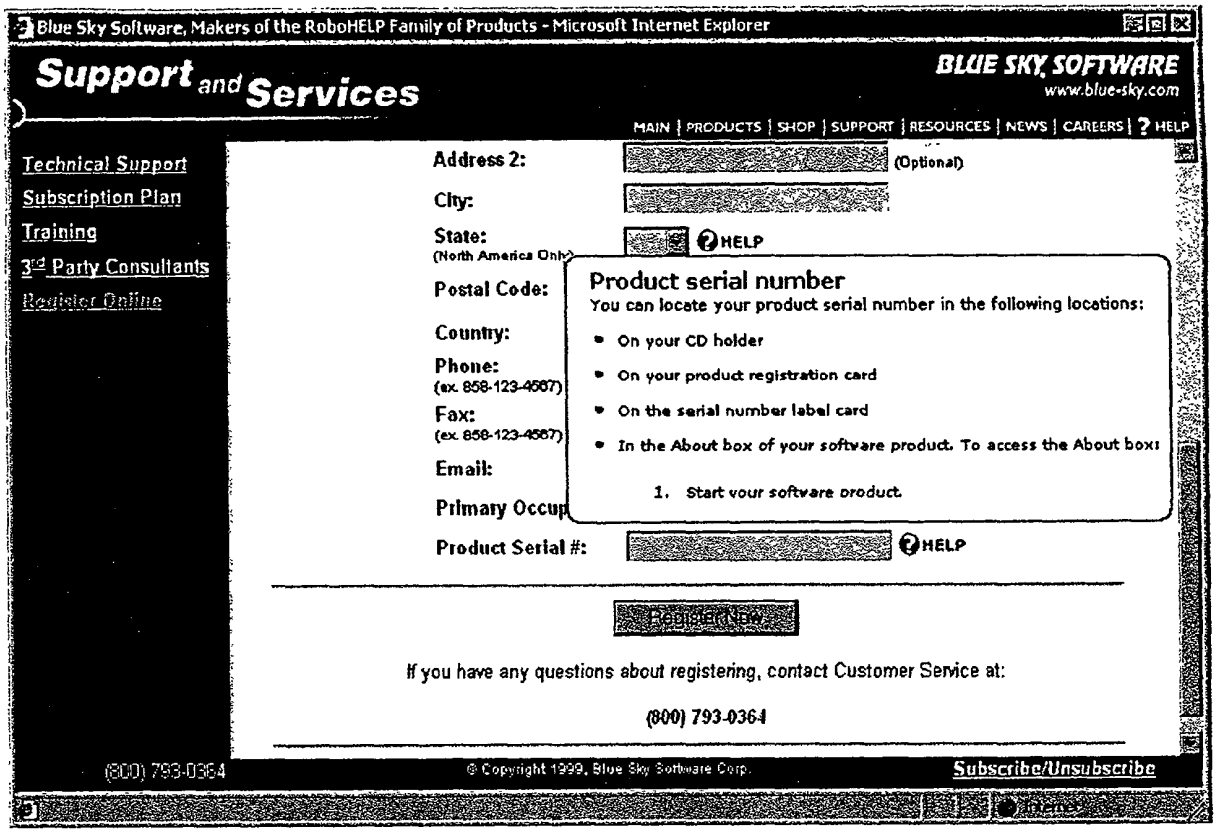
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Fig. 4

Polaris

Polaris leverages and extends our current WebHelp technology to provide a common Help system interface to users looking for Web site assistance. The Web site Help system has the same look and feel than the interface they turn to for Help on their desktop applications.

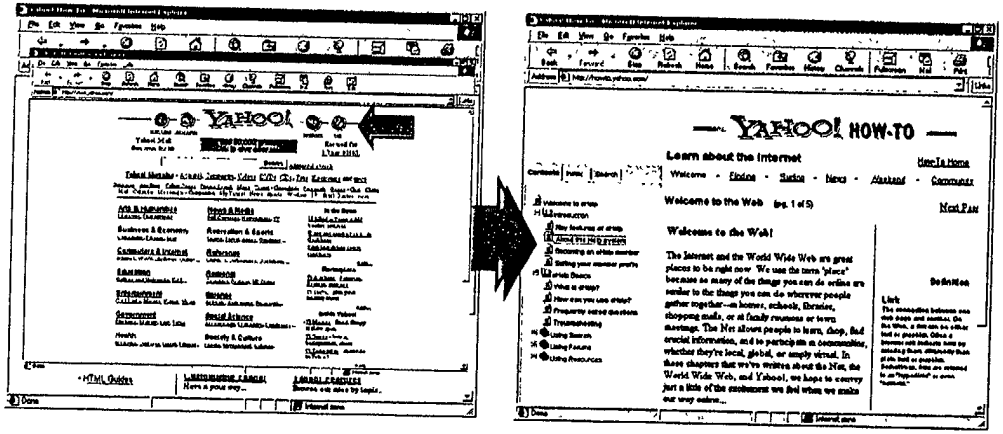

Fig. 5

Sample ALURe™ Transcripts

```
<?xml version="1.0">
<!DOCTYPYE alur SYSTEM "http://alurexml.com/1.0/alure.dtd>
<axml version="1.00">
   <head>
      <date>
         12-07-1999
      </date>
      <duration>
         00:13:00
      </context>
      <problem-context>
         <problem-id> 102322 </problem-id>
         <referrer>
            http://www.ehelp.com/communities/register.html
         </referrer>
      </problem-context>
      <helpsystem-info>
         <help-id>729</help-id>
      </helpsystem-info>
   </head>
   <solution-path>
      <path-context>
         <context-type>URL</context-type>
         <context-data>
            http://www.ehelp-help.com/topic429.htm
         </context-data>
      </path-context>
         <context-type>URL</context-type>
         <context-data>
            http://www.ehelp-help.com/topic422.htm
         </context-data>
      <path-context>
      </path-context>
      <path-context>
         <context-type>URL</context-type>
         <context-data>
            http://www.ehelp-help.com/topic429.htm
         </context-data>
      </path-context>
      <path-context>
         <context-type>URL</context-type>
         <context-data>
            http://www.ehelp-help.com/topic419.htm
         </context-data>
      </path-context>
   </solution-path>
   <resolution resolved="Yes">
   </resolution>
</axml>
```

Fig. 6

URL Location	Help Topic	Times Requested	Rank Order
//zbc/xyz/123	Help About/Contents/Widget	10,287	90%
//zbc/xyz/124	Help About/Contents/Widget/smidgets	8,827	80%
//zbc/xyz/125	Help About/Contents/Widget/midgets	4,928	77%
//zbc/xyz/126	Help About/Contents/Widget/fidgets	3,010	72%
//zbc/xyz/127	Help About/Contents/Widget/jog	3,001	55%
//zbc/xyz/128	Help About/Contents/Widget/walk	2,787	51%
//zbc/xyz/129	Help About/Contents/Widget/run	2,200	45%
//abc/ywq/gfc	application1/userid/passsword	2,100	40%
//zbc/xyz/131	application1/userid/state	1,500	22%
//zbc/xyz/132	application1/userid/countery	1,234	10%

Fig. 7a

URL Location	Help Topic	Times Requested	Questions Received	Rank Order
//zbc/xyz/123	Adding RAM to CPU	10,287	6873	94%
//zbc/xyz/124	Clearing Wallpaper	8,827	5030	88%
//zbc/xyz/125	Attaching Printer	4,928	4999	74%
//zbc/xyz/126	Attaching Scanner	3,010	4988	72%
//zbc/xyz/127	Rebooting System	3,001	4701	71%
//zbc/xyz/128	Changing color scheme	2,787	3454	41%
//zbc/xyz/129	Adding additional harddrive space	2,200	3309	40%
//abc/ywq/gfc	Getting Technical Support	2,100	3102	40%
//zbc/xyz/131	Returning for Repair	1,500	2987	22%
//zbc/xyz/132	Technical Training	1,234	2500	10%
//zbc/xyz/130	Adding additional harddrive space	884	2339	1%
//zbc/xyz/133	Returning for Repair	184	1830.6	-21%
//zbc/xyz/134	Returning for Repair	185	1831.6	79%
//zbc/xyz/135	Returning for Repair	186	1832.6	179%

Fig. 7b

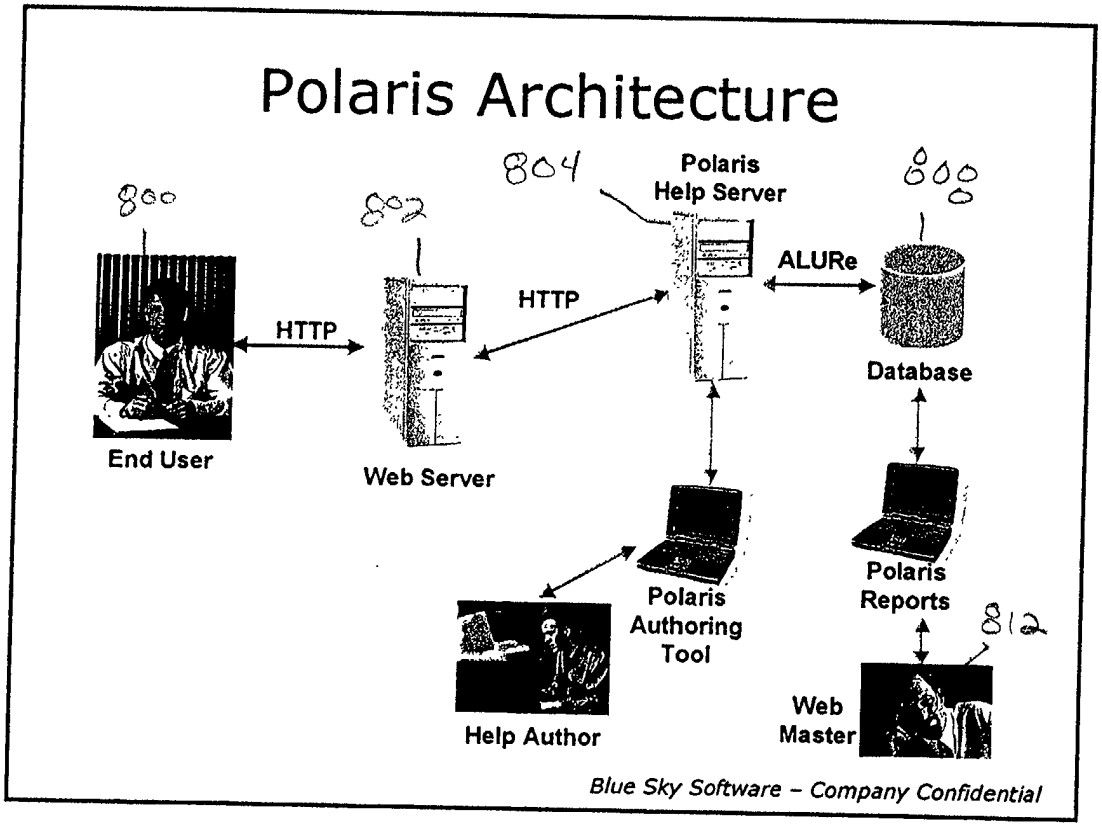

Fig. 8

Polaris Offering Prices
Based On Market Prices